NICK **FOARD**

INNOVATIONAL LEADER

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🌐 <u>Click to access my LinkedIn page</u>

🌐 <u>View my Seek Profile</u>

SKILLS

- Technology Strategy & Vision
- Digital Transformation
- Automation & AI
- IT Governance & Compliance
- Business & Solution Architecture
- IT Operations Management
- Software Delivery Management
- Python/Bash/PowerShell scripting
- Change Management
- Data- Driven Decision Making
- Agile & Lean Methodology Coaching

EDUCATION

SECONDARY SCHOOL

Tunbridge Wells Grammer School for Boys

1985 - 1991

BTEC - BUSINESS & FINANCE

West Kent College

1991 - 1992

PROFILE

Innovative and results-driven IT Leader with over 30 years of experience in driving technology strategies, digital transformations, and business process improvements across diverse industries. Proven track record of leading large-scale projects, managing multimillion-dollar budgets, and fostering a culture of innovation and agility. Adept at aligning IT initiatives with business goals to deliver value, improve operational efficiency, and enhance customer experiences.

EXPERIENCE

HEAD OF IT

Abodo Wood Ltd

Oct 2024 to Present

- Led the modernisation of IT infrastructure, operations and governance across a global manufacturing and export business.
- Developed and commenced implementation of the company's first formal IT Strategy
- Successfully migrated all of Abodo's on-premises enterprise software to the cloud, alongside a full network upgrade with segmented VLANs and gigabit fibre, significantly reducing cybersecurity risk.
- Rolled out MFA, formal IT Policies (InfoSec, AI, Acceptable Use, Change Enablement) and ITIL-aligned Change Management across the business.
- Introduced Azure DevOps for work management, code repositories and CI/CD to support ERP implementation and custom development.
- Implemented first round of AI CoPilot agents to automate HR and Product Support tasks, boosting staff productivity.
- Established IT Asset Management, Knowledge management and Incident management inline with ITIL standards
- Created the first IT Chart of Accounts to gain visibility of total cost of ownership and inform strategic planning

TOOLS

- MS Visio, MS Office, MS Project
- PowerAutomate, PowerBI
- ChatGPT, Claude, Gemini
- MS Teams, SharePoint, Aha!, Jira
- Notion, Confluence, Proto.io, Miro
- Azure DevOps, iServer, Sparx EA
- Azure and AWS Cloud
- Bizagi, Github
- ArchiMate, UML, BPMN, TOGAF
- PMI, Prince 2, RUP

CERTS

- ICAgile Fundamentals of Agile - IC Agile
- Applied Enterprise Analysis – Equinox IT
- Certified Product Owner - Scrum Alliance
- Certified Scrum Master - Scrum Alliance
- Mastering the Requirements Process - Atlantic Systems Guild
- Web Application Design for the Disabled – The Usability Company
- Object Oriented Analysis and Systems Design - Merit International
- Business Systems Analysis - Assist Knowledge Development

AFFILIATIONS

- International Institute of Business Analysis - NZ Chapter

EXPERIENCE

DIGITAL ENGAGEMENT PRODUCT LEADER

SkyCity Entertainment Company

Sept 2023 to Oct 2024

- Spearheaded a strategic program to comply with new gaming regulations, introducing Automation and AI for enhanced fraud prevention.
- Managed a $4M budget, leading multiple product teams to evaluate and implement new digital enablement capabilities.
- Worked directly with stakeholders to design engaging customer journeys, build user story maps, and manage a backlog of over 400 user stories (work items).
- At time of writing the program is on time and within budget, aligning with regulatory compliance and improved operational efficiency.

HEAD OF WAYS OF WORKING

SkyCity Entertainment Company

July 2020 to Sept 2023

- Developed a new practice and team of multi discipline Coaches providing Agile PMO services as well as performance coaching across the group
- Introduced Agile Product Development methodologies to help develop a customer value mindset to delivery
- Improved project delivery and business agility across the group by 40% , through the creation and implementation of the ICT SkyCity Agile Operating Model.
- Managed projects with a total budget of $5M, including website redevelopment, mobile app development, and CMS consolidation.
- Delivered coaching and training in Agile and Lean methodologies, fostering a culture of continuous improvement and collaboration.
- Ensured team alignment with the ICT delivery operating model, optimizing value and outcomes across a $25M annual portfolio.

DELIVERY PRACTICE LEADER

SkyCity Entertainment Company

Oct 2017 to July 2020

- Established a new Project Management practice, introducing a PMI-aligned framework, tools, and processes.
- Managed a $75M portfolio, providing transparency on progress, spend, and risk to senior leadership.
- Enhanced project delivery consistency, quality, and safety across all domains.

HOBBIES

- Writing music and performing with my band
- Bushwalking with family & exploring new places
- Keeping up to date with emerging technologies

VIDEO LINKS

- Understanding Agile Teams Using Data and Systems Thinking
- Increasing Analytical Thinking in Agile Teams
- From Waterfall to Kanban to Scrum
- Lessons from 2022

EXPERIENCE

CONSULTING MANAGER

Assurity Consulting Ltd

May 2017 to Oct 2017

- Led branch operations and market growth, delivering high-quality Agile and Analysis solutions.
- Achieved financial and growth targets, led sales processes, and identified new client opportunities.
- Mentored and developed Assurity staff, ensuring high capability and client satisfaction.

ENTERPRISE BUSINESS ANALYST/AGILE COACH

Westpac NZ

July 2016 to May 2017

- Provided Enterprise Analysis and Product Discovery support, shaping initiatives using lean start-up and design thinking approaches.
- Coached and trained teams in Agile/DevOps methodologies, delivering customer-focused outcomes.

PRINCIPAL CONSULTANT/AGILE & BUSINESS ANALYSIS

Equinox IT

April 2014 to July 2016

- Provided advisory, assessment, mentoring, and training services across public and private sectors.
- Delivered over 21 successful client engagements, enhancing project excellence and outcomes

BUSINESS OWNER OPERATOR

Ultimate Boards

February 2010 - April 2014

- Founded and managed a lean start-up online importer/retail business in the Action Sport domain.
- Designed and implemented a cloud-based solution architecture, handling all operational aspects of the business.

EXPERIENCE

SENIOR BUSINESS ANALYST / SCRUM MASTER

Chelmer Ltd

August 2009 to April 2014

- Managed software delivery projects, provided Agile and Scrum coaching, and transformed internal processes.
- Led software delivery projects, implemented business analysis frameworks, and mentored junior staff.

LEAD BUSINESS ANALYST

Foster Moore

June 2007 to August 2009

- Led a team of business analysts, facilitated requirements workshops, and delivered high-level solution designs for multiple Government agencies

BUSINESS ANALYST MANAGER - CARDS

Westpac NZ

March 2006 to June 2007

- Ensured IT and solution delivery objectives were met, provided leadership and mentoring, and introduced a requirements framework.

PRINCIPAL CONSULTANT

Business Agility Ltd

March 2002 to January 2006

- Specialized in Implementation of E-business and CRM, improving client sales and retention strategies through process re-design and automation across the UK in many different business domains.

BUSINESS ANALYSIS MANAGER

Criterion Assurance Ltd

February 1998 to March 2002

- Led a team of business analysts and developers, delivering strategic E-business, automation and transformational solutions, managing software development projects and providing strategic planning for an assurance business wanting to radically modernise.